

## 1. General Questions

### 1.1. General

#### Q1: Where will the UEFA Super Cup be played?

A1: The UEFA Super Cup will be hosted in Monaco, "Stade Louis II" on 28 August 2009 at 20:45 (local time).

#### Q2: If I have problem with my ticket(s) or another question regarding my ticket application, who do I contact?

A2: If you have any question regarding your ticket application or your ticket:

- o You can get all your Ticketing questions answered on our Help/FAQs on [www.uefa.com](http://www.uefa.com).
- o You can contact AS Monaco FC:
  - by email: [billetterie.supercup@asm-fc.com](mailto:billetterie.supercup@asm-fc.com)
  - by phone: +377 92 05 74 73 or + 377 92 05 37 54 from 10:00 to 12:00 and 14:00 to 16:00 (local time)

### 1.2. How to apply

#### Q3: How can I apply for Tickets? Can I obtain Tickets for UEFA Super Cup from online auctions or from a ticket exchange site? Are these tickets official?

A3: UEFA Super Cup match Tickets for individual football fans can only be purchased officially through [www.uefa.com](http://www.uefa.com).

Nevertheless, approximately 30% of the stadium capacity has been reserved for each participating Club. These tickets are sold by each Club to their own fans. Should you have further questions on that matter, please contact directly the relevant Club.

#### Q4: Who will be able to apply for tickets through uefa.com?

A4: The tickets offered during this sales phase are intended for neutral football supporters world-wide who wish to attend the UEFA Super Cup.

### 1.3. Tickets & Prices

#### Q5: What are the ticket prices for UEFA Super Cup?

A5: Tickets to the general public are available in the following price categories:

Price Category 1 (Première – centrally located in the stand opposite the main stand)	70 EUR
Price Category 3 (Populaire – located behind the goal)	20 EUR

#### Q6: Are there any Administration Charges in addition to the ticket prices?

A6: For each ticket order an Administration Charge of 5 Euros will be applicable.

#### Q7: Are there Tickets available at reduced rates?

A7: There are no Tickets at reduced rates for particular groups of persons. However, Applicants for wheelchair spaces will be allocated a complimentary Ticket and will receive a complimentary companion Ticket. Requests for wheelchair spaces have to be sent directly to AS Monaco FC by e-mail to [billetterie.supercup@asm-fc.com](mailto:billetterie.supercup@asm-fc.com).

### 1.4. Sales Phase

#### Q8: When will ticket sales start?

A8: Ticket sales for UEFA Super Cup will start on 7 July 2009 at 12:00 CET and close on 20 July 2009 at 12:00 CET, through [uefa.com](http://uefa.com) only.

#### Q9: Did the time I placed my Application affect my chances of being successful in the lottery?

A9: It makes no difference whether you register early (on 7 July 2009) or later during the month of July. Every correctly submitted and accepted Application received between 7 July 2009 and 20 July 2009 has the same chance of being allocated Tickets as a result of the lottery.

## **1.5. Allocation & Distribution**

### **Q10: Will the tickets be allocated through a lottery process?**

A10: If demand exceeds supply (which is extremely likely) all valid and correct applications received before 20 July 2009 12:00 CET, will go into a lottery. The lottery will determine the successful applicants.

### **Q11: Is there a minimum age for children for attending a match? Can my child sit on my lap? Is there any discount for children?**

A11: For security reasons, all persons need to have a seat allocated to them, which means that all children require a valid Ticket to have access to the stadium.

Please note that, for security reasons, children under the age of 4 will not be authorised to enter the stadium. Furthermore, the entrance to the stadium will only be authorised upon presentation of a valid Ticket for each person, regardless of age. Furthermore, please note that there are no discounts in Ticket prices for children.

### **Q12: Will all the Tickets allocated to me be adjacent seats?**

A12: Tickets that are part of one specific Application will, as far as possible, allow the Ticket Holders to be seated together. Persons placing Applications separately cannot be provided with adjacent seating.

### **Q13: Is there a possibility to purchase Tickets for a larger group (more than 2 people)?**

A13: Please note that group bookings are not possible, as it is our aim to enable as many people as possible to watch the UEFA Super Cup.

### **Q14: Will my name be printed on the tickets?**

A14: The name of the Applicant will be printed on the ticket(s) allocated. ID checks could be implemented at the entrance of the stadium.

## **1.6. Payment**

### **Q15: How do I pay for my UEFA Super Cup tickets?**

A15: Payment can be done by credit card only. The only cards accepted are MasterCard and Visa. The card must have an expiry date beyond August 2009. If you will be allocated tickets, your credit card will automatically be charged.

### **Q16: When will my credit card be charged?**

A16: If you will be allocated tickets, your credit card will be charged between 21 July and 15 August 2009. In the event we are not able to charge your credit card, - for example if the amount exceeds your credit limit - your ticket order will be cancelled automatically.

### **Q17: Which currency can be used for payment for the Tickets?**

A17: All Applicants must pay for their Tickets in euros (EUR).

## **1.7. Internet Security & Confidentiality**

### **Q18: Is this a secure website?**

A18: Please be assured that your booking will be securely processed through UEFA.com. Transactions are protected by SSL encryption; all data sent to the server will be protected. Transaction times may vary according to site traffic. Only when submitting the application, data will be transferred through https.

### **Q19: Do I need a special program to apply for tickets via [www.uefa.com](http://www.uefa.com)?**

A19: You need to use Internet Explorer 5 or Netscape 7 or more recent versions to allow you to apply for tickets online.

### **Q20: Is my browser version compatible with the Ticket Portal for UEFA Super Cup? Do JavaScript and cookies have to be activated in the browser?**

A20: Care was taken when designing the pages to ensure that only standard functions are used that are correctly displayed in the various browsers used around the world. In exceptional cases there may be problems displaying a web page, but this will merely affect the visual appearance of the page and not the use of the functions.

You are recommended to activate JavaScript in order to use the full functionality of the website. A corresponding message will be displayed on specific pages.

Furthermore, cookies have to be enabled. Should you be concerned about privacy, you have the possibility to override automatic cookie handling for all websites in the Internet zone by having your browser prompt you before accepting cookies. These modifications can be made in the browser's security settings.

## **2. My Application**

### **2.1. Log in data**

#### **Q21: What should I do if I forget my password?**

A21: If you forget your password, use the link "Forgot Your Password?" in the login window. The e-mail address you provided will be used to send you a new password to access your Personal Application.

After logging in with the new password, you will have the possibility of changing it by clicking on "Personal Details" and on "Update Details".

If you have not received your password by e-mail, please check in the Ticket Portal if the e-mail address you provided is correct. If the address is correct, please check the settings of your e-mail account and make sure that you can receive e-mails sent by uefa.com as it may be possible that your e-mail provider has classified our e-mails to you as spam. Should you use an integrated e-mail application program in your computer such as Outlook, please note that this program may have automatically sent our incoming e-mails to the Junk e-mail folder. This could be a reason why sometimes our e-mails containing your new password are not received directly in your inbox.

#### **Q22: I cannot log into my Personal Application although I have entered the login data correctly. What should I do?**

A22: Should you encounter difficulties to log in, please consider the following possible reasons:

- Your password is case sensitive. Please respect the writing of capital and small letters.
- You are recommended to activate JavaScript as otherwise the site's full functionality will not be available.
- Cookies have to be enabled. Should you be concerned about privacy, you have the possibility to override automatic cookie handling for all Web sites in the Internet zone by having your browser prompt you before accepting cookies. These modifications can be made in the browser's security settings.
- If you forgot your password, use the link "Forgot Your Password?" in the login window. The e-mail address you provided will be used to send you a new password to access your Personal Application.
- After entering your e-mail address and your password, you must click on the "Log in" button to enter the Personal Application. Please note that you cannot log in if you press the Enter key on your keyboard instead of the "Log in" button. Thank you for understanding.

#### **Q23: What if I mistakenly filled the wrong details?**

A23: To modify your application, you need to access your personal application and change the wrong details before the deadline of 20 July 2009 12:00 CET.

#### **Q24: Why is a national ID or Passport number required?**

A24: A national ID or Passport number is required to ensure clear identification and to establish an unambiguous link to the personal data of the purchaser.

### **2.2. Status**

#### **Q25: Do I receive a confirmation of my Ticket Application?**

A25: Immediately after ordering your tickets, you will receive an e-mail confirming we have received your application and giving you your customer reference n°. If you have not received this e-mail, please verify your spam/junk mailbox.

#### **Q26: Can I cancel my ticket application?**

A26: Yes, during the application period you can access your personal application and cancel it. However, once the application period has expired, after 20 July 2009 12:00 CET it will no longer be possible to cancel your application. Your credit card will be charged immediately if you win in the lottery and cancelations are not accepted after the 20 July 2009 12:00 CET.

**Q27: How will I know if I will receive the ticket I applied for?**

A27: After the lottery process has taken place, all ticket applicants, successful and unsuccessful, will receive an e-mail notification no later than 24 July 2009.

**Q28: If I have been allocated tickets as a result of the lottery, can I still cancel my ticket(s)?**

A28: After closing of the application period, you can no longer cancel your application. If you will be allocated tickets as a result of the lottery process, your credit card will automatically be charged.

**Q29: What is the status of my Application? How do I find out whether my Application has been successful?**

A29: All Applicants will be informed at the latest on 24 July 2009 whether they were successful in the lottery or not. Credit cards are charged automatically.

If you don't receive any confirmation e-mail, please check the settings of your e-mail account and make sure that you can receive e-mails sent by uefa.com as it may be possible that your e-mail provider has classified our e-mails to you as spam. Should you use an integrated e-mail application program in your computer such as Outlook, please note that this program may have automatically sent our incoming e-mails to the Junk e-mail folder. This could be a reason why sometimes our e-mails are not received directly in your inbox. Please check also if the e-mail address you provided is correct. If you still can't find the e-mail, please log into your personal application with your e-mail address and your password in order to check the status of your Application.

### **2.3. Allocation & Distribution**

**Q30: How many ticket(s) am I entitled to apply for?**

A30: Each applicant may apply for a maximum of 2 tickets.

**Q31: Can I apply for tickets in different price categories?**

A31: Applications can only be made for one price category. However, applicants can indicate during the application process that they would accept tickets in a different price category, by ticking the appropriate box. If the price category chosen is not available you may be allocated tickets of another price category.

**Q32: When will the ticket(s) be sent?**

A32: Tickets for UEFA Super Cup will not be dispatched by courier. Tickets will be distributed in the stadium ticket collection point located in the main entrance of the stadium, entrance A. Tickets can be collected on 27 August from 10:00 to 18:00 and on 28 August from 10:00 to 16:00. The applicant must present a copy of the winner confirmation email and also a valid ID document.

**Q33: If I damage or lose my ticket(s) or did not receive it on time, what will happen?**

A33: Duplicate tickets will not be issued for any reason whatsoever. In any event, the Host and/or UEFA shall not be held liable for any ticket loss or damage.

## **3. Rules**

### **3.1. Rules & Regulations**

**Q34: What rules apply when applying for tickets for the UEFA Super Cup?**

A34: When applying for tickets for the UEFA Super Cup, you are bound by the ticketing Terms and Conditions as laid down by UEFA and the AS Monaco FC (the Host). Please read them carefully before applying for tickets.

**Q35: Am I allowed to give or sell my tickets to someone else?**

A35: In accordance with the Terms and Conditions, neither the applicant nor the guest may sell, offer for sale, auction, resell or otherwise transfer the tickets.

**Q36: Can Tickets be used for commercial purposes, for example as a prize for a competition or as part of a travel package?**

A36: UEFA is the exclusive issuer of UEFA Super Cup Tickets. Commercial use of the Tickets has been exclusively granted to the official UEFA Super Cup sponsors. Therefore, Tickets may not be used for commercial purposes such as without limitation for promotion, advertising, use as a prize in a competition or sweepstake or as a part of a travel package (for example combining flights, hotel and tickets).

**Q37: What is an "Applicant"?**

A37: "Applicant" means any individual with legal capacity to contract applying for Ticket(s) for UEFA Super Cup in accordance with the Terms and Conditions. The Applicant has to apply for Tickets for himself/herself and can additionally apply for Tickets for 1 person who will be "guest". Applicants shall be fully and unconditionally responsible for ensuring that guests are aware of, agree to and comply with the Terms and Conditions. In particular, Applicants are obliged to supply their guests with a copy of the Terms and Conditions.

**Q38: What is a "guest"?**

A38: A "guest" means relatives, close friends, colleagues and/or the companion of individuals in wheelchairs for whom the Applicant may be applying and to whom Tickets may be transferred in accordance with these Terms and Conditions.

**Q39: Will the Tickets be personalised?**

A39: For the moment, UEFA only requires the personal data of the Applicant. However, upon request, successful Applicants shall provide full details including name and address of their guests to the UEFA Super Cup. In the event that successful Applicants refuse to provide such details upon request, UEFA reserves the right to thereafter reject the allocation of the relevant Tickets or, if necessary, refuse entrance to the stadium of the Applicant and the guests with no right to refund. The relevant Ticket(s) will be cancelled. Applicants shall be fully and unconditionally responsible for ensuring that guests are aware of, agree to and comply with our Terms and Conditions. In particular, Applicants are obliged to pass on to their guests a copy of the Terms and Conditions.

**3.2. Terms and conditions**

**Q40: Ticketing terms and conditions UEFA Super Cup**

A40: Ticketing terms and conditions for the UEFA Super Cup can be found under [http://www.uefa.com/MultimediaFiles/Download/Competitions/SuperCup/\\_83/96/83/839683\\_DOWNLOAD.pdf](http://www.uefa.com/MultimediaFiles/Download/Competitions/SuperCup/_83/96/83/839683_DOWNLOAD.pdf)